



May 31, 2002

WRITER'S DIRECT NUMBER: (317) 236-5804
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

OFFICE OF INITIAL PATENT
EXAMINATION – CUSTOMER
SERVICE CENTER
Assistant Commissioner
for Patents
Washington, D.C. 20231

I hereby certify that this paper or fee is being deposited with the United States Postal Service as first class mail in an envelope addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

5-31-02

(Date of Deposit)

Patsy Fonseca

Printed or Typed Name of the Person Signing the Certificate

Patsy Fonseca
Signature

Re:	Applicant:	Walker Information
	Invention:	CUSTOMER RELATIONSHIP MEASUREMENT AND MANAGEMENT SYSTEM AND METHOD
	Serial No.:	09/896,960
	Filed:	June 29, 2001
	Our File No.:	P00494-US-1 (11049.0013)

OFFICE OF INITIAL PATENT EXAMINATION - STATUS INQUIRY

Dear Sir/Madam:

We filed the above-referenced patent application via Express Mail No. ET 168825485 US on June 29, 2001 and received the filing receipt on August 27, 2001. Because we have not yet received a Notice of Publication which, based upon the priority date of June 30, 2000, should have been received approximately 18 months later, or by December 30, 2001, we ask your assistance in verifying the status of this application.

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OFFICE OF PETITIONS

Assistant Commissioner
for Patents

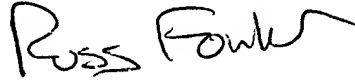
- 2 -

May 31, 2002

Should there be any questions regarding this matter, please contact the undersigned at
(317) 236-5804.

Respectfully submitted,

ICE MILLER

A handwritten signature in black ink that reads "Russ Fowler". The signature is written in a cursive, flowing style.

Russell E. Fowler, II
Reg. No. 43,615

REF/ckm

Enclosure: Return Postcard
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Mailed: May 31, 2002

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Invention: CUSTOMER RELATIONSHIP
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XX Office of Initial Patent Examination – Status Inquiry
Letter to the PTO
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